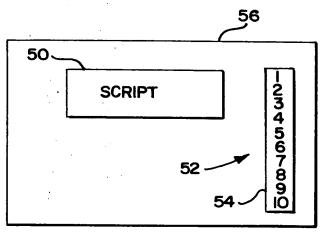


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For: METHOD OF CREATING SCRIPTS BY TRANSLATING AGENT/CUSTOMER CONVERSATIONS
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Figures 2-3

FIG. 2



<u>24, 30</u>

FIG. 3

